

# North Carlton Railway Neighbourhood House

## Annual plan 2021 – 2022

### ACKNOWLEDGMENT OF COUNTRY

*North Carlton Railway Neighbourhood House acknowledges the Wurundjeri Woi Wurrung people as the Traditional Owners of the land on which we gather. We pay our respects to Elders from all nations – and to their Elders past, present and future.*

### Annual goals

1. Increase proactive engagement to ensure the voice of our neighbourhood is heard.
2. Develop and deliver services that promote participation and meet the needs of a range of people across the community, with a focus on priority groups.
3. Maintain North Carlton Railway Neighbourhood House for future generations through best practice governance

# Action plan: September 2021 to December 2022

Goal 1: Increase proactive engagement to ensure the voice of our neighbourhood is heard

Action	Steps	Timeframe
<b>Better understand the changing needs of our community</b>	Develop and populate a simple 'persona' template of current and potential RH participants with a focus on priority groups, includes for eg. <ul style="list-style-type: none"> <li>• Needs, interests and challenges</li> <li>• demographic characteristics</li> <li>• Engagement levels</li> </ul> To be used as a central reference for policy, program and engagement development. Review and update annually	November 21 – February 22
	Determine data sources eg. <ul style="list-style-type: none"> <li>• enrolment form</li> <li>• House participants audit</li> <li>• Participant survey</li> <li>• Feedback box</li> <li>• ETC</li> </ul>	February 2022
	Review and refresh data collection methods to ensure they meet Diversity Council Australia guidelines	February 2022
	Engage with residents from public housing estate and local agencies such as schools, kindergarten, church, retirement village, public housing estate residents, NDIS providers, other Neighbourhood Houses	Ongoing
<b>Advocate on a range of issues important to the Railway House community</b>	Advocate on behalf of individual community members	As needed
	Identify which issues are important to the community eg, climate change, reconciliation) and respond	Ongoing
<b>Grow RH Membership</b>	Sign up Railway House participants to become Members of the association	January 2022

Goal 2: Develop and deliver programs and services that promote participation and meet the needs of a range of people across the community, with a focus on priority groups

Actions	Steps	Timeframe
<b>Customise services and activities for priority groups</b>	Identify groups deemed to be a priority by funders	November 2021
	Review programs and activities to assess gaps	November 2021
	Develop an annual program and identify services that respond to the needs and aspirations of identified priority groups (see Action above)	December 2021 and ongoing
<b>Provide programs and activities for the broader community (non-priority groups)</b>	Be prepared to take risks and try new programs and activities	Ongoing
	Develop an annual program designed to appeal to a wide variety of interests	December 2021 and ongoing
<b>Put in place a fair and equitable pricing structure for programs</b>	Review fees for programs and venue hire	December 2021
	Be conscious of and accommodate individual circumstances	Ongoing
<b>Monitor and evaluate RH programs and services</b>	Twice-yearly participant surveys	November 2021 and May 2022
	Informal gathering and recording of participant feedback	Ongoing
	Twice-yearly audit of programs and services annually	December 2021 and June 2022
	General report to CoM on programs and services at CoM meetings	Monthly
<b>Promote RH programs, services and events widely and using a variety of platforms</b>	Ensure promotional materials are accessible to all community members	As needed
	Update website regularly and be active on social media (explore other social media platforms)	As needed
	Regular newsletter	End of each term
<b>Contribute to COVID recovery in our community</b>	Partner with organisations to continue to provide food relief	Ongoing

	Support vulnerable children and families in transition back to school	As needed
	Consider additional social programs that are cost free	December 2021
	Encourage return to programs by implementing high standard COVID safe procedures	November 2021
<b>Enhance capacity to deliver programs by strengthening collaborations with relevant organisations</b>	Identify and establish partnerships with suitable organisations	Ongoing
	Develop, apply and evaluate guidelines with partner organisations	As needed
	Regularly assess the effectiveness of the collaboration	Ongoing
<b>Strengthen volunteer base</b>	Develop position descriptions for relevant volunteer roles and update annually	January 2022
	Conduct interviews with potential volunteers to determine suitability	As needed
	Ensure volunteers are adequately inducted and supported in their roles	Ongoing
	Communicate regularly with volunteers to seek feedback	Ongoing
	Consider ways of expanding the use of volunteers	October 2021

Goal 3: Maintain North Carlton Railway Neighbourhood House for future generations through best practice governance.

Action	Steps	Timeframe
<b>Unify CoM members</b>	Decide on agreed protocols and adhere to them	November 2021
	Induct new CoM members to protocols, values and strategic direction of the House	December 2021
	Meet and greet for new committee when new committee is formed and end of year celebration	December 2021 and October 2022
<b>Ensure CoM is representative of Railway House members, participants and local community</b>	Ensure CoM positions are advertised broadly in the community and particularly within the communities not currently represented on the CoM	October 2021 and 2022
	Identify potential new CoM members amongst Railway House participants and particularly within the communities not currently represented on the CoM	October 2021 and 2022
	Develop a policy to ensure diversity, with no overrepresentation of any one Railway House group or demographic	October 2021
<b>Ensure CoM has requisite skills and knowledge</b>	Identify skills required for effective CoM	October 2021 and 2022
	Committee members to attend governance workshops conducted by NH Vic (or other) 50% each year	Ongoing
<b>Develop CoM Buddy Program</b>	Identify potential and willing buddies on the CoM	
<b>CoM review</b>	CoM self assessment	September 2022
	360 review	August 2022
<b>Ensure high standard of compliance relating to core funders, OH&amp;S and HR</b>	Review Risk Register	February 2022
	Identify gaps and outdated policies and review policies annually	Ongoing
	Implement endorsed recommendations of staffing review	Various and ongoing
	Develop and update policy review schedule	January 2022
	Be aware of changes to the industry award	Ongoing
<b>Develop and monitor delivery of the Strategic Plan against objectives</b>	Engage CoM members, staff and community members in the development of a three year Strategic Plan	2024
	Develop Operational Plan	December 2021
	Review delivery of the plan to milestones	As needed
	Develop annual fundraising plan	February 2022

<b>Source new income streams</b>	Appoint member of CoM to assist with grant submissions	December 2021
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